CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (C2) Maintenance Support for Various SMAO Systems

TA No:	181-Rev5		
Task Area Monitor:		**Alternate Task Area Monitor:**	None
NASA POC:		**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

This task is to provide development and maintenance support for the following systems during FY 09 thru April 2010: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS), Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

3. **OBJECTIVE**

This task is to provide development and maintenance support for the following systems during FY 09 thru April 2010: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS), Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:
This task is to provide development and maintenance support for the following systems during FY 09 thru April 2010: Audit Tracking System (ATS), Contractor Monthly Accident Report (CMAR), Non-Conformance Failure Reporting System (NFR), LaRC Risk Management System (RMS), Facility Safety Personnel Listing (FSPL), Safety and Mission Assurance File Server, Safety and Mission Assurance Office Documentation Library, and Safety Web Server.

General IT Support Services Performance Metrics
Performance Standard: The security of systems and data that fall under this task is ensured.

<u>Performance Metrics</u>:

      Exceeds: The system meets IT security requirements for an information category more stringently than expected; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of the incident.

      Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC.

      Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated, have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

<u>Performance Standard</u>: The security of systems and data that fall under this task is ensured. All databases will be maintained and meet all current NASA security guidelines. Also all database instances will meet any additional industry standards.

<u>Performance Metrics</u>:

      Exceeds: The system meets IT security requirements for an information category more stringently than expected; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of the incident

      Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC.

      Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated, have not been removed after a period of two weeks; the

system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: The security of systems and data that fall under this task is ensured.

Performance Metrics:

Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated; any IT Security incidents are reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM within 30 minutes of incident after they are discovered.

Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM within 2 hours of incident after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager, the NASA TAM, and Alternate TAM.

Performance Standard: The contractor provides reasonable and proactive monitoring of applications as set forth in the Service Level Agreement (SLA).

Performance Metrics:

Exceeds: The contractor exceeds the application monitoring standards set forth in the SLA.

Meets: The contractor meets the application monitoring standards set forth in the SLA.

Fails: The contractor fails to meet the application monitoring standards set forth in the SLA.

Performance Standard: The contractor provides reasonable and proactive monitoring of applications.

Performance Metrics:

Exceeds: The contractor detects the loss of an application or detects a security breach less than 1/2 hour following its occurrence or prior to the start of service support hours. The contractor notifies the TAM and any impacted

customers of application service interruptions within 1 business hour of its detection.

Meets: The contractor detects the loss of an application or detects a security breach within 1/2 - 1 hour following its occurrence during core support hours. The contractor notifies the TAM and any impacted customers of application service interruptions within 1 business hour of its detection.

Fails: The contractor fails to detect the loss of an application within 1 hour of its occurrence during core support hours.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Audit Tracking System (ATS)

LaRC Manager:

Work Area Description: To provide maintenance support to ATS.

Work Area Requirements: a. Implement an optional interface between ATS and FSPL for the user and facility updates. If any user or facility information is updated in ATS, the same data would be updated in FSPL if the user selected this option.

b. Add an optional "Other" text field on the Create Audit Screen under the Facility field.

c. Update the content of the reminder email automatically generated to the FSH/FC when an audit is still open. Customer to provide content.

d. Error ? Audits are not always showing up in the correct queue. All audits are available in the in the Modify Audit queue but do not always transition to the correct queue when the user selects the next sequential action. The customer will provide an example.

e. When an audit has multiple facilities listed, provide the user with the capability to select one or multiple FSH/FC assigned to those buildings to generate email to approve the audit.

Work Area Title: Contractor Monthly Accident Report System (CMAR)

LaRC Manager: Robbin Freeman

Work Area Description: To provide maintenance support for CMAR.

Work Area Requirements: a. Add the capability for the user to select either Calnedar Year or Fiscal Year when entering or reteiving data.

b. Calculate the TCIR and DART based on the information input into the system using the customer provided calculations.

c. Create the ability to display the previous 3 years average date fo the TCIR/DART by addinign a column to reflect this total.

7. **Exhibit A**

None required.

8. **SPECIAL SECURITY REQUIREMENTS**

None Required.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None Required.

10. **JOINT REVIEW SCHEDULE**

None Required.

11. **PERIOD OF PERFORMANCE**

This TA is effective from 04/27/09 to 04/27/10

12. **TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. **RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **GOVERNMENT ESTIMATED COST**

15. **FUNDING INFORMATION**

Funding last submitted on 05/13/2009.

16. **MILESTONES**

None required.

17. **DELIVERABLES**

None required.

18. FILE ATTACHMENTS

None.